

**Emergency Shelter Program FY18 Provider Application  
Question Period**

*Questions regarding this application were accepted from the time of release until 5:00 PM on Friday, June 16, 2017. Responses to questions submitted are provided below.*

**Q: Question about Sobriety. Does this question mean that we are not allowed to dismiss someone because they test positive for drug or alcohol use AFTER they have become a client? In other words, we are NOT telling someone that they can't do an intake because they are under the influence. At intake, we are NOT telling them that they can't receive shelter because they are under the influence. But, once they have checked in and sobered up, does this question mean that they must be free to drink/use drugs while they stay here?**

A: Admittance to shelter and services should not be based on sobriety. Once into shelter, clients are expected to abide by any rules the shelter may have in place.

**Q: One of the questions asks about the workflow on how the households are served in our coverage area from motel placement-housing. We have a matrix of "steps" that outline the process from intake to housing placement that our entire CoC follows and I'd like to upload that with our application. My question: Are uploads possible?**

A: Any supporting documents that are unable to be included in Survey Monkey may be sent to Tim Beimers, [tim\\_beimers@usc.salvationarmy.org](mailto:tim_beimers@usc.salvationarmy.org). The subject line should include the agency name, whether for a shelter or motel applicant, and the question number for which the document applies.

**Q: Does the LPG have to authorize submittal of the ESP application?**

A: No. While participation with the local CoC/LPB is required for ESP Providers, it is not required that the application be authorized by that group.

**Q: We are a youth provider. Can an EMERGENCY SHELTER provider also provide up to 7 days in a motel if the person in housing crisis is not eligible for the shelter and there is no other safe provider? This occurs occasionally when a youth is older than 18 and therefore not eligible for our emergency shelter which is licensed as a child caring institution but is too vulnerable (because of a history of human trafficking or other exploitation) to stay in a local adult shelter? I am trying to determine if we would need to submit two separate applications for this, or if we could make note of it in the application for emergency shelter. Again, we would only use the motel option occasionally in specific circumstances.**

A: In areas where a shelter and motel program are both available, motel should be made available when the shelter is at capacity or, if there is availability at the shelter, staying at the shelter would cause harm to the individual or others. In the situation above, it sounds like there should be an application for shelter services and a separate one for motel services.

**Q: Regarding the question that says, "Upholds Housing First..."—how will that effect our rules/guidelines for our guests? For example, would we still be able to require our guests to find**

**employment as a condition of their stay? For example, would we still be able to require them to do their assigned chore as a condition of their stay? OR, does “Upholds Housing First” mean that we support them moving into a Housing First housing option and we do all that we can to assist them in moving forward out of the shelter as quickly as possible?**

A: The Housing First model directs providers to put a primary emphasis on finding housing for those experiencing homelessness. Shelters are able to have rules for households to follow but the primary focus should be on finding housing.

**Q: While the RFP states (as in years past) that the maximum reimbursement rate for motels is \$75/night, will there be an allowance available for higher nightly rate exceptions to be approved in communities along the lakeshore where no motels offer rates below \$75/night during the summer tourist season? Or is the \$75/night the firm maximum rate?**

A: The exception for areas with limited motel availability during peak tourism seasons will remain in place and exception requests may still be made by submitting the appropriate form to a Regional Manager at the time rates change.

**Q: The RFP also states that the Motel Provider is responsible for making payments for eligible costs to the motel facility at the time of service and then must seek reimbursement from the TSA. In prior years, we have been allowed to request that TSA provide the direct payments to the motel facilities on our behalf due to our capacity—will this exception still be available?**

A: While it is preferred that payment is made by the motel provider, as it helps with timely payments to motels, the exception will still be available for those providers who need it due to capacity.

**Q: Is there an upper or bottom floor on amount of funding to any one agency? We are gathering our numbers and I am trying to figure out how much we ask for regarding the question around how much do we anticipate billing. Not sure if we should just look at 2016 actual numbers of qualifying individuals and do the math or something else.**

A: There is no minimum or maximum for any one agency. If 2016 numbers are consistent with historical numbers, that would be an appropriate way to determine the amount.

**Q: We are now working in northern county to identify and begin to work with people and families experiencing homelessness in rural areas. We are crafting a proposal for a family shelter in an existing unused school building. So my question is whether or not there is way to ask for this as well, even though it is not established at this time. We do have a pretty solid number of how many students have experienced homelessness in those districts in the last school year. Thoughts?**

A: Any funding for this Application must be able to be spent beginning October 1, 2017. In this case, if a building and system are in place by that time, it may be eligible for ESP funds from this application.

**Q: I was wondering if we do this at the (Salvation Army) corps level, or is this done by you at the divisional level?**

A: All agencies applying to provide services must fill out their own applications. This includes each individual Salvation Army Corps around the state.

**Q: In the many years I've been at my agency, Salvation Army was the fiduciary. So, to confirm, to continue to receive funds, my agency will apply using the materials attached. If awarded, then SA will continue to be the fiduciary?**

A: The relationship between providers and The Salvation Army - Eastern Michigan Division would not change from past years. The Salvation Army will continue to distribute funds and manage the program which is funded through MDHHS.

**Q: Does the 90 days need to be consecutive? We have homeless people who may come into our emergency shelter on extremely cold days but then not come back for a few days or a week.**

A: The 90 days in shelter is in total for the program year.

**Q: How many 30 day extensions can a household have in a calendar year?**

A: This will be done on an individual basis and depend on the household's progress towards housing.

**Q: Are there any stipulations regarding sex offenders or felons?**

A: Providers should follow any applicable State and Federal laws, when working with sex offenders and felons. Further guidance will be provided by MDHHS.

**Q: If a household has been at another emergency shelter will we be able to bill for them or is there a waiting period?**

A: There is no waiting period to bill for stays. The hope is that providers seeing the same clients cycle through will collaborate for solutions but there is not a waiting period between time of entrance into shelter and when billing can begin.

**Q: Are we able to download a report to attach as supporting documentation in Survey Monkey?**

A: It cannot be done in Survey Monkey. However, any attachments can be sent to Tim Beimers, [tim\\_beimers@usc.salvationarmy.org](mailto:tim_beimers@usc.salvationarmy.org). The subject line should include the agency name, whether for a shelter or motel applicant, and the question number for which the document applies.

**Q: For the purposes of this application, what is the definition of shelter diversion?**

A: Shelter diversion is using all available resources to divert households from entering the emergency shelter system.

**Q: In section 2, if the answer is "yes" that the standard is being met, there is no need for an explanation of how it's being met. Is this correct?**

A: That is correct.

**Q: Shelter PART 1: Some of the questions have "score" written in the leftmost boxes next to the question and some do not – are the questions that don't have the word "score" noted in the table counted as part of the overall total? If so, how?**

A: No. Questions without a score notated do not count towards the scoring but are necessary to submit a complete application.

**Q: In regards to prosperity regions the bid asks: What would be the coverage area (city/cities and/or county/counties) of your agency in regards to ESP services? Should we answer in terms of where the facility is located or the areas from which residents will be accepted? While the facility sits in a certain prosperity region, clients may come from different counties and prosperity regions.**

A: For shelters, this would be the physical location of the shelter building. For motels, this would be the geographic area by county that the agency is able to serve clients.

**Q: For the question: “How many bed nights does your shelter anticipate per year? What are the projected expenses per year? Please provide a rationale for these numbers.” Are the projected bed nights and expenses just for the Salvation Army clients or are you looking for this information for the whole program?**

A: Provide the number anticipated that would be billed to ESP.

**Q: For the question: “What are the projected expenses per year?” How much detail is required and in what format would you like this information provided? A response to this question would be a simple total dollar amount, or multiple pages of detail listing individual expense categories and information. Also, is this information requested for the whole facility, or specifically for expenses associated with Salvation Army ESP clients?**

A: A simple dollar amount is sufficient. This would be the projected expenses that would be billed to ESP.

**Q: For the question: “Does your agency currently receive any additional funding for shelter services? Please indicate source and amounts.” What is meant by “shelter services.” We receive other funding but not necessarily for shelter services.**

A: Shelter services are the costs to provide shelter on a nightly basis. This could be from ESG, private donations, other government grants, etc.

**Q: For the question: “What is the average length of stay for households in your shelter? What percentage of households exit to positive housing destinations? Please provide FY16 data.” Are you looking for information on the entire program or just for ESP program clients?**

A: This information should be provided ESP clients.

**Q: For the question: “How will your shelter utilize the \$12 per diem to lower the length of stay (to a positive housing destination)?” It is unclear what information you are looking for that would be different than the question asked prior to this one, which is related to case management services.**

A: A large portion of the response may overlap.

**Q: Is there any funding to help cover motel damages incurred by ESP households?**

A: At this time, there is no funding available to assist with damages/excess cleaning costs.

**Q: We are providing narrative responses for Section A. part 1 page 14 to top of page 15 and have been only checking Yes for responses in part 2 questions 1-5 and not adding explanations. In part 6, some questions seem to require narrative responses while others may only want Yes responses checked. Should we be writing narrative explanations in all of part 6 page 18- page 19 or in any of part 2 page 14- 17 questions 1-5?**

A: All questions in Part 2 will be scored based on the Yes/No response. The explanation is required for any “No” response. Explanations for “Yes” responses are not required but may be helpful if provided.

**Q: Our Interim Housing Facilities (family units and Individual/couple units) are now in process but we do not anticipate they will be operational until August and September. Are we still eligible to apply for funding as a new shelter this year? If so, do we answer your questionnaire as if the “shelter” was already functioning?**

A: Any funding for this Application must be able to be spent beginning October 1, 2017. In this case, if a building and system are in place by that time, it may be eligible for ESP funds from this application.

**Q: Our facilities are not designed as open shelters, but as individual family units and individual rooms with communal areas for singles. Is this acceptable for shelter funding? Are we required to provide round the clock security personnel?**

A: This type of arrangement may be eligible for ESP funding. Security is not required 24/7, but there should be a contact for any issues that could come up any time of day.

**Q: Is it possible to upload supporting documentation with our application?**

A: It cannot be done in Survey Monkey. However, any attachments can be sent to Tim Beimers, [tim\\_beimers@usc.salvationarmy.org](mailto:tim_beimers@usc.salvationarmy.org). The subject line should include the agency name, whether for a shelter or motel applicant, and the question number for which the document applies.

**Q: If our agency does the VI-SPDAT and full SPDAT already, are we required to refer shelter clients to the HARA for this work?**

A: The clients do not necessarily have to be referred to the HARA for the completion of the VI-SPDAT. This is up to the community the shelter/motel provider is located. The HARA must be utilized if the household scores in the Rapid Re-Housing or Permanent Supportive Housing scoring range.

**Q: If we receive ESP funds, are we able to charge clients for meals using SNAP?**

A: Providers may not collect payment from or charge service fees to households. This includes but is not limited to payment from mainstream benefits (Food Assistance Program/SNAP/EBT/Bridge Card).